

**Family Crisis Unit**  
300 N. Duke St.  
560-8365

## **PURPOSE**

The Immediate Services Unit provides counseling and financial assistance to families with child(ren) in the home, who are experiencing a crisis.

## **SERVICES**

Counseling Services regarding financial, budgeting and child development issues. Financial Services include:

**Crisis Intervention Program (CIP):** A federal program which provides financial assistance to eligible low-income families who are experiencing a heating or cooling crisis.

**Emergency Energy Fund (EEF):** A local program to assist eligible low-income persons who are experiencing a heating crisis.

**Water Hardship Fund:** A local program, coordinated with the City of Durham Water Department, to assist eligible low-income persons with paying past due water bills.

**Travelers Aid:** Families with children stranded in Durham en-route to their destination and who do not have the financial means to return to their home city or state may be assisted with the purchase of a ticket for the return trip home.

**Burial Assistance:** A county program to provide limited burial assistance for indigent Durham County residents. This program is limited to opening and closing of the grave or an equivalent amount for cremation.

**Low Income Energy Assistance Program (LIEAP):** Federal program to provide energy assistance to low income residents. Applications are taken the first two weeks of November.

**TANF/Work First Emergency Assistance:** Federal program to provide assistance with past due rents, mortgages, and utilities. Families can receive assistance once in a 12-month period.

**Emergency Assistance (EA):** A county program which provides limited financial assistance to eligible low income families who are experiencing a crisis due to the inability to meet their basic needs, which may include housing, utilities and prescription medications.

**Work Release Program:** A program that directs income from employed Durham County inmates to their families

**Direct Medical:** A program funded by the Triangle United Way to assist eligible families to obtain needed prescription medications, medicine, medical supplies on a limited basis.

**Food Card:** Low-income families may receive a food card. Families who receive food and nutrition assistance are not eligible. Families are encouraged to apply for Food and Nutrition Assistance before coming to Family Crisis.

**Maternity Home Placements:** Intake application and case management services for pregnant individuals who wish to be placed in a maternity home because they are unable to live at home.

**Medicaid Transportation:** Provides transportation to medical appointments for families who receive Medicaid benefits. The primary focus is to enable families who are without other means of transportation to get to their medical appointments.

**Eye Care Program:** See Adult Services Program Information

**Court Ordered Home Studies:** Conduct court ordered home studies for private custody disputes. A fee is charged.

**Representative Payee Services:** Assists individuals unable to manage their disability benefits due to mental or physical impairment and who are without someone to do so for them.

**The Family Crisis Unit also participates in a Thanksgiving Food Assistance Program.**

## **ELIGIBILITY**

Residents of Durham County with children in their homes under the age of 18. For most of the programs, families must qualify according to income guidelines. There may be additional eligibility requirements. Emergency assistance cannot be issued for current bills. If the amount requested is more than the amount Family Crisis can issue, the Client must have the balance needed in a money order or a promissory letter from another agency.

## **APPLICATION**

Individuals may come to 300 N. Duke Street as self-referrals. In cases where it is physically impossible for individuals to come to the office, someone may apply on their behalf with advance notification to the social worker. The process usually takes about thirty minutes or more (depending on severity of crisis). Customers must provide a valid form of identification; proof of income; proof of need; verification of crisis, i.e. late notice/eviction or padlock notice; late/cut-off utility notice; written referrals, lease or mortgage; and in some cases, proof of household members.

## **REFERRALS**

We make referrals to many agencies. The most frequent referrals are made to:  
Presbyterian Urban Ministries

Salvation Army  
Women-In-Action  
Catholic Social Ministries  
Local Churches

**CONTACT NAMES AND INFORMATION**

Supervisor - 560-8365

**RELATED TOPICS:** Adult Services Financial Services; Work First Family Assistance; Food Stamps; Family and Children's  
Medicaid/NCHC

**NC DIVISION OF SERVICES FOR THE BLIND (NCDSB)**  
300 N. Duke St.  
560-8639 or 560-8633



## **PURPOSE**

NCDSB assists eligible Durham County residents with independent living services for visually impaired/blind individuals. Persons of all ages who are blind or visually impaired learn daily living skills and obtain the assistance they need to become self-sufficient.

## **SERVICES**

- Adjustment Services: Counseling, personal care skills, home management skills, labeling and identification, and leisure activities.
- In-Home Aide Services: Assistance with meal preparation, personal care, home cleaning, and errands
- Health Support Services: Counseling on health, nutrition, and diet
- Family Adjustment Services: Providing information and support to help family members adjust to the changes necessary to support the individual's independence
- Safe Travel Skills: Teaching individuals to use sighted guide, white cane, and safety techniques to travel independently
- Mini-Centers: Community-based learning centers designed primarily for adults to help them achieve independence and remain in their homes.

## **ELIGIBILITY**

Durham County residents who meet eligibility requirements set by NC Division of the Blind. An applicant must have a visual acuity of 20/70 or worse in the better eye with a documented eye condition. Eligibility for In-Home Aide Services is based on legal blindness and state income guidelines. Eligibility for independent living services (ILS) services requires that the customer have a limited visual field of 20/70 or worse in the better eye and require ILS services to live more independently in their homes.

## **APPLICATION**

Referrals come from many sources. They range from self-referrals, friends, clinics and agencies.

Appointment times are usually available within 5-7 days from the date of referral. The application is processed at that time. The customer can also apply as a walk-in if they have a copy of their eye report.

The customer may apply at the DSS office of the SWB, located at 300 N. Duke Street, or any place that the SWB and the customer agree to meet for application. Business hours are 8 – 5, Monday through Friday, with variations of work schedule. Intake hours are based upon the appointment arranged between the SWB and the customer.

The customer must provide documentation of their visual acuity and eye condition, usually found on an eye report from their optometrist or ophthalmologist. In Home Aide Services require the customers statement of income.

### **REFERRALS**

Referrals are made to various agencies within the community based on the client's needs. Usual referrals are to transportation sources, rehabilitation counselors, nursing eye care consultants, mobility specialists, county housing, employers, etc.

### **CONTACT INFORMATION**

The Social Workers for the Blind for Durham County are:

Betty Gholston-Davis(full-time)  
919-560-8639

Stephen A. Loney(half-time/Wed-Fri.)  
919-560-8633

**RELATED TOPICS:** Adult Services In-Home Services; Private Living Medicaid